

POSITION DESCRIPTION

Position Title:	Clerk – Record Services
Business Unit/Department:	Records and Information Service
Division:	Health Information & Performance
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Manager – Record Services
Direct Reports:	N/A
Date Prepared/Updated:	10 April 2024

Position Purpose
<p>This role is responsible for assisting with the storage, protection, scanning and provision of medical records and medical record documentation required to support patient care at Western Health, ensuring patient information is available in a timely and accurate manner. The role will require travel to all WH campuses including Footscray, Sunshine, Williamstown, Bacchus Marsh Hospitals and Melton Health and Community Services.</p> <p>This role will also provide administrative support to projects being undertaken by the record services department that contribute to management of overall organisational properties.</p>
Business Unit Overview
<p>Records and Information Services sits within the Health Information and Performance Division and are the custodians of patient medical records at Western Health (WH). Responsible for the management of patient clinical documents and forms within the Digital Medical Record (DMR). We also offer Transcription Services. Our Release of Information Services supports timely and accurate communication between WH and our healthcare providers, while our Freedom of Information Services enables patients to access information under appropriate legislation.</p> <p>The Information and Performance Division sits within the Strategy and Partnerships Directorate. The Division has close ties to the Digital Health and Digital Technology Services Divisions and is primarily responsible for the management, governance and utilisation of the organisations data and information assets. It ensures that information, analysis and insights required to support the organisation in its provision of best care to patients is delivered efficiently and effectively using contemporary tools and processes, and that the operational processes required for proficient corporate and medical records management, clinical coding, data governance and activity-based funding are optimised. In addition, the Division is responsible for ensuring that health service data reported to the Department of Health complies with all applicable requirements and business rules.</p>

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The Division has 104 FTE and an operating budget of \$14M. It has staff located at Footscray, Sunshine, Williamstown and Bacchus Marsh Hospitals, Melton Health and Community Services and the Mid-West Area Mental Health Service. The departments within Division that are independently managed are;

- Performance Reporting and Analytics
- Business Intelligence
- Clinical Coding Services
- Record and Information Services
- Data Governance and Compliance
- Mental Health - Health Information Services

Key Responsibilities

- Prepare, scan and upload medical record documents into the WH Digital Medical Record (Bossnet) as per internal scanning guidelines.
- Maintain adequate scanning accuracy and ensure medical record documentation is assigned to the correct patient on the Digital Medical Record (DMR).
- Process requests for Release of Information (ROI) to ensure other hospitals and health professionals receive requested patient information available in a timely manner for continuity of patient care.
- Where required utilise the appropriate WH clinical systems (e.g Bossnet, EMR, SMD) to locate, prepare and distribute required documentation for continuation of patient care and prompting effective communication between our community partners.
- As required provide administrative support to Record Services projects including but not limited to assisting with data entry, or data assurance activities.
- Actively contribute to quality assurance activities to maintain high accuracy standards and support safe, high-quality patient care.
- Notify senior staff of potential system or user issues affecting documentation quality within the DMR.
- Archive scanned documents according to department guidelines.
- Conduct thorough and informative handover between shifts, to facilitate continuity in workflow.
- Retrieve paper medical records upon request.
- Answer general department enquiries either via the telephone or customers presenting in person.
- Be available to cover other shifts at any hospital or WH campus as necessary.
- Actively seek performance feedback and identify personal development needs, including seeking scanning assistance from colleagues ensure adequate and accurate scanning performance is maintained.
- Complete mandatory training by the due date.
- Exchange and share information with colleagues and participate in team meetings/discussions to enhance knowledge and skills.
- Actively contribute and participate in a working environment that values teamwork.
- Other duties as directed by Senior Clerical Lead, Deputy Manager or Manager, Record Services.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Manager, Record Services
- Deputy Manager, Record Services
- Senior Clerical Lead - Operations
- Clerical Lead
- Release of Information Lead
- Medical Record Officers
- Director, Health Information and Performance
- Record Services Clerks
- Transcription Service Staff
- Freedom of Information Staff

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- Legal Services Staff
- Clinical Staff and associated departments (Doctors, Nurses, Allied Health, Clerical Staff)
- DMR Development and Clinical Coding Team
- Outpatient Management and Staff
- Other Western Health areas and departments

External:

- General Practitioners/Referring Doctors/Other External Healthcare Providers
- Western Health Patients and Visitors
- Off Site Storage Company
- Scanning and Microfilm Machine Company (Kodak)

Selection Criteria

Essential:

- Previous clerical or administrative experience within an office environment (previous medical record services experience in a similar role will be considered favourably)
- Proven ability to manage own work load and deliver results
- Demonstrated experience to meet (or exceed) expectations, taking responsibility for accurate and timely throughput results.
- Demonstrated accurate computer and data entry skills
- Proven skills in attention to detail
- Demonstrated ability, or ability to rapidly learn hospital computer systems and have a good working knowledge of the Microsoft Office suite.
- Demonstrated understanding of the important of privacy and confidentiality.
- Effective time management and communication skills.
- Demonstrated experience to work effectively in a team and proven ability to be flexible and adaptable in an office environment.

Desirable:

- Knowledge of medical terminology, a certificate in medical terminology may be an advantage
- Previous experience working with hospital systems

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing

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Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022

- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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